GUIDANCE FOR DEVELOPING YOUR
COVID-19 OUTBREAK CONTINGENCY PLAN

9 March 2020

Check for the most updated version and useful resources at COVID-19 website at https://hr.un.org/page/novel-coronavirus-2019-ncov.

This document, developed by the DHMOSH Public Health unit, provides guidance and tools to assist in creating a COVID-10 Outbreak Contingency Plan. Your plans need to take into account local authorities' and local WHO office guidance if available.

Send a copy of your plan to dos-dhmosh-public-health@un.org once completed. The plan should also be shared with all UN personnel in your duty station/organisation/office.

MINIMUM ELEMENTS THAT SHOULD BE IN YOUR CONTINGENCY PLAN

If not yet developed, please use the pointers below to create a COVID-19 Outbreak Contingency Plan. If already developed, please ensure your COVID-19 Outbreak Contingency Plan contains all the elements set out below.

OUTBREAK RESPONSE COORDINATION MECHANISM

- Name and contact information of **COVID-19 Outbreak Coordinator**:
_____
- Describe the mechanism of outbreak response coordination and management (e.g. through the SMT/CMT/equivalent outbreak committee, etc.) and how decisions will be made as the situation evolves.

IMPORTANT CONTACTS

- Add as **ANNEX** a comprehensive list of key contacts (e.g. outbreak committee members, WHO country office, national government, health authorities contacts, etc.) including after-hours contact information.

3-PHASE RESPONSE ACTIVATION SYSTEM

- The UN Medical Directors recommend the use of a **3-phase Response Activation System**, available at https://hr.un.org/sites/hr.un.org/files/Coronavirus_ThreePhases_FINAL_0.pdf, to manage the COVID-19 outbreak response. Please add this document as **ANNEX** into your contingency plan.
- The three phases are:
  - Phase 1– **Readiness Mode**
  - Phase 2 – **Active Risk Reduction Mode**
  - Phase 3 – **Emergency Mode**
- Specific activities should be implemented depending on which of the above "Modes" is appropriate for local circumstances. Please review the list and depending on the Mode you are in, ensure to implement the specified activities in conjunction with local health authorities' and WHO office's advice.

SITUATION UPDATE

- **Local outbreak situation:** Add the weblinks/resources where you obtain up-to-date local situation reports.
- **Global outbreak situation:**
  - WHO Situation Report: https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/
  - WHO Real Time Dashboard: https://experience.arcgis.com/experience/685d0ace521648f8a5beeeee1b9125cd

BUSINESS CONTINUITY PLAN

- Add as **ANNEX** the Business Continuity Plan (BCP) of your duty station / organization / office
- The BCP should include:
  - List of critical functions
  - List of critical staff and their contact information
  - Tools and information to support a large workforce working remotely
  - Staff communications plan

PREVENTIVE MEASURES

- Add as **ANNEX** any useful information, leaflets, posters, videos, etc. that can be used to sensitize UN personnel on preventive measures.
- Have a written plan for **information dissemination** of these materials to all personnel, including frequency, methodology of communication/training, etc.
- Topics should include:
  - Hand hygiene
  - Cough etiquette
  - Advice on staying home when ill
  - Face masks not needed if well without respiratory symptoms
  - How to put on and take off a medical/surgical mask (if needed when ill)
- Inform staff members of dedicated COVID-19 website for UN personnel:
https://hr.un.org/page/coronavirus-disease-covid-19
- Additional resources:
  - WHO: https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public
  - CDC: https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html

MANAGEMENT OF ILL INDIVIDUAL IN THE WORKPLACE

- Add as **ANNEX** a written protocol for managing ill persons with respiratory symptoms at the workplace that should include immediate next steps. (Adapt from https://hr.un.org/sites/hr.un.org/files/Coronavirus_SuspectCaseGuideNonMedical_DHMOSHPH_0.pdf if needed).
- Add a 24/7 phone number to call in your written protocol
- Plan must be written in conjunction with local health authorities' and local WHO office directives/guidance.
- Note that all actions related to diagnostic testing must be conducted in coordination with local health authorities and WHO office.

CASE REPORTING

- Describe how to **report suspect / confirmed cases** to local health authorities and local WHO office within 24 hours (under IHR 2005 directive) when identified. Consider any directives that they may have.
- All lab-confirmed cases amongst UN personnel should additionally be reported to dos-dhmosh-public-health@un.org

TRAVEL POLICY

- Describe specific **policies with regards to travel**. Consider local authorities and WHO office directives in the process.
- For reference, the UN Medical Directors policy on travel is available at: https://hr.un.org/sites/hr.un.org/files/Coronavirus_RMP_2020-03-02_FINAL_0.pdf
- The WHO latest travel advisory is available at https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice
- For reference, latest travel information is available at https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm

MANAGEMENT OF RETURNED TRAVELLERS

- Describe any specific **policies with regards to management of travelers returning from affected COVID-19 areas**. Consider local authorities' and WHO office directives in the process.
- For reference, UN Medical Directors COVID-19 policy on management of UN personnel is available at: https://hr.un.org/sites/hr.un.org/files/Coronavirus_RMP_2020-03-02_FINAL_0.pdf
- For reference, COVID-19 UN Administrative Guideline is available at: https://hr.un.org/sites/hr.un.org/files/Administrative%20Guidelines%20-%20Novel%20Coronavirus%20Final_Version%201.0_13%20February%202020_0.pdf

MEETINGS MANAGEMENT

- Describe specific **policies with regards to meetings management** and key information that will be required to determine if meetings and other mass gatherings will still take place. Consider local authorities and WHO office directives in the process.
- Add as **ANNEX** guidance for meeting that do take place in your duty station – i.e. organizers' guide and participants' handouts. Adapt as needed from https://hr.un.org/sites/hr.un.org/files/Coronavirus_MeetingGuideOrganisersGlobal_2020-02_24_0.pdf and https://hr.un.org/sites/hr.un.org/files/Coronavirus_MeetingGuideParticipantsGlobal_2020-02_26_0.pdf
- For reference, the UN Medical Directors policy on meetings is available at: https://hr.un.org/sites/hr.un.org/files/Coronavirus_RMP_2020-03-02_FINAL_0.pdf

HUMAN RESOURCES

- Describe any specific **policies with regards to HR issues including on remote working**. Consider local authorities' and WHO office directives in the process.
- Add as **ANNEX** relevant HR directives/policies/tools on remote/flexible working arrangements, quarantine (i.e. well persons who need to stay home), requirements by government, travel/meetings policy, etc.
- For reference, COVID-19 UN Administrative Guideline is available at: https://hr.un.org/sites/hr.un.org/files/Administrative%20Guidelines%20-%20Novel%20Coronavirus%20Final_Version%201.0_13%20February%202020_0.pdf

- For reference, UN Medical Directors COVID-19 policy on management of UN personnel is available at: https://hr.un.org/sites/hr.un.org/files/Coronavirus_RMP_2020-03-02_FINAL_0.pdf

MEDICAL FACILTIES IN HOST COUNTRY

- Review **medical services available locally** and list the hospitals within the host country that can receive cases of severe acute respiratory illness due to COVID-19. Include relevant contact information for UN personnel.
- (Note: This review can be undertaken by the local UN medical services or by a recognized UN Examining Physician (UNEP) where there is no local UN medical service.)

MEDICAL FACILITIES OUTSIDE OF HOST COUNTRY

- Identify one or more **medevac locations with hospitals** that can handle cases of severe respiratory illness due to COVID-19. (Note: This review can be undertaken with the local UN medical services, if available, and/or with the insurer.)
- Refer to DHMOSH OSH document on Medevac at https://hr.un.org/sites/hr.un.org/files/Coronavirus_MedevacGuidance_UN_RC_0.pdf
- Refer to "***COVID-19 Medical Evacuation for UN Personnel Without Level 3 ICU Care***" document by WHO on extraordinary Medevac mechanism for cases that meet the criteria stated, available at https://hr.un.org/sites/hr.un.org/files/COVID-MEDEVAC%20UN%20and%20PARTNERS_0.pdf.

MENTAL HEALTH / PSYCHOSOCIAL SUPPORT PLAN

- Identify available counsellors for UN personnel in your duty station and list their contact information.
- Include any written resources to build psychosocial wellbeing and provide such support during the outbreak.
- Refer to Novel Coronavirus (COVID-19) Psychosocial Contingency Plan Preparation Guidelines for Staff/Stress Counsellors in the field available at https://hr.un.org/sites/hr.un.org/files/COVID-19%20Psychosocial%20Contingency%20Planning%20Guidelines%2CCISMU%2CUNDSS-16%20Feb%202020_0.pdf

ELEMENTS TO BE ADDED IF YOU HAVE UN MEDICAL SERVICE LOCALLY

UN HEALTH FACILITY/IES INFORMATION & PROTOCOLS

- Provide local **UN health facility contact/s** an
- d address/es, and a 24/7 hotline number for UN personnel to call if sick. (Include any local authorities' resources here as needed eg 911)
- Add as **ANNEX** a **written protocol for managing suspect cases** that show up at the UN health facility. This protocol must include the following:
  - ➢ Case definitions for suspect/confirmed case. Follow local health authorities' advice, or WHO case definitions (if local authorities' definitions are not available). https://www.who.int/publications-detail/global-surveillance-for-human-infection-with-novel-coronavirus-(2019-ncov)
  - ➢ identifying, isolating, triaging and managing a suspect COVID-19 case. (See https://hr.un.org/sites/hr.un.org/files/Coronavirus_SuspectCaseGuide_DHMOSHPH_2020-03-04_0.pdf as a resource to be adapted if needed)
  - ➢ Note that all actions related to diagnostic testing must be conducted in coordination with local health authorities and WHO office

> ➢ Procedure for setting up and running an isolation room/ward for ill persons. For guidance on how to set up an isolation room/ward, see https://hr.un.org/page/covid-19-information-un-healthcare-workers
> ➢ Describe Infection prevention and control procedures in UN health care facility, including how to ensure standard IPC precautions are followed for all patient regardless of diagnosis.
> ➢ Describe PPE requirements for UN health care workers, and steps for donning on and off. See WHO document on the type of PPE required for which activities/personnel at https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPPE_use-2020.1-eng.pdf
> ➢ Describe how to be fit tested for a N95 respiratory mask, and how to put on and off the mask.
> ➢ Describe management of severely ill patients needing ICU/ventilator care
> ➢ Describe cleaning and disinfection procedures within health facility

- Describe **any training plan** for UN medical staff
- Describe how UN personnel can obtain **seasonal flu vaccination**

Acknowledgements

This guidance was developed by the Public Health Unit of the UN Division of Healthcare Management and Occupational Safety and Health (DHMOSH), Department of Support Operations (DOS). For any questions, please contact dos-dhmosh-public-health@un.org